

Privacy & Cookies – March 2017

Privacy Policy Overview

Investore is a trading style of Synergy Financial Products Limited, which is authorised and regulated by the Financial Conduct Authority. We are committed to protecting and respecting your privacy. This policy sets out the basis on which any personal data that we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our practices regarding your personal data and how we will treat it.

By visiting www.yourinvestore.com you are accepting and consenting to the practices described in this policy.

For the purposes of the General Data Protection Regulation (GDPR) the data controller is Investore of 1st Floor, 45 Grosvenor Road, St. Albans, Hertfordshire AL1 3AW.

We may change this policy from time to time by updating this page, and where appropriate we will notify you of any changes. You should regularly check this page to see any updates or changes to this policy.

What information do we collect?

We will collect the following information if you register for one of our products at our website www.yourinvestore.com:

- Personal information including your name, date of birth and other details
- Contact information including email address and telephone numbers
- Demographic information such as your address and postcode
- Other information you choose to send us
- Your IP address so that we can monitor your usage of our website

What we do with the information we gather

We use this information held about you for the following reasons:

- Security, identification and verification purposes
- Administration and recordkeeping purposes
- To improve the products and services we offer to our customers
- To customise our website for certain customers according to their interests
- To contact our customers for market research purposes by email, phone, text or post
- To send promotional emails about new products, special offers or other information to our customers which we think they may find interesting

Disclosure of your information

We may share your personal information with any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

We may share your information with selected third parties including:

Business partners, suppliers and sub-contractors for the performance of any contract we enter into with you

We may disclose your personal information to third parties:

In the event that we sell or buy any business or asset, in which case we may disclose your personal data to the prospective seller or buyer of such business or asset.

If we or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.

If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use or the terms and conditions which apply to provision of products or services; or to protect the rights, property, or safety of investore, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

Where we store your personal data

We have the authorisation to store personal data worldwide. We will only send data outside the UK where this meets the data protection standards required by the Information Commissioner's Office (ICO).

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. Please note however that the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk.

We will only ever request the minimum amount information required from you and it will only be used in accordance for the reason we have collected it. We will be transparent in our dealings with you and inform you of how we will collect and use your information.

We will only retain information collected about you online for as long as permitted for legitimate business purposes.

We will review our security procedures at regular intervals to ensure the security of any information you have provided to us.

Social media

We work with trusted third parties, including social network sites like Twitter, Google+ and LinkedIn ("Third Party Sites"). We provide access to our website by third parties and business partners so we can generate interest in our products and services among members of your social networks and to allow you to share product and service interests with friends in your network.

We cannot control how your data is collected, stored, used or shared by these Third Party Sites or to whom it is disclosed. You should therefore review the privacy policies and privacy settings on the Third Party Sites to make sure you understand the information they are sharing. If you do not want a Third Party Site to share information about you, you must contact that site and determine whether it gives you the opportunity to opt-out of sharing such information. We are not responsible for how these Third Party Sites may use the information collected from or about you.

Links to Other Websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our website, you should note that we do not have any control over these other websites. SFPL cannot be responsible for the protection and privacy of any information which you provide whilst visiting such websites and such websites are not governed by this privacy policy. You should exercise caution and review the privacy policy applicable to the website in question.

Controlling Your Personal Information

You may choose to restrict the collection or use of your personal information in the following ways:

We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen. You are able to opt-out of these promotional activities at any time by changing your marketing preferences.

You also have the right to ask us not to send you any other marketing materials. You can exercise your right to prevent us sending marketing materials by checking certain boxes on the forms we use to collect your data or by clicking on the "unsubscribe" links in any of the electronic messages we may use for marketing purposes. You can also exercise the right at any time by emailing us at support@yourinvestore.com

The GDPR gives you the right to access information held about you. Your right of access can be exercised in accordance with the GDPR. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you. Please write to us at Investore, 1st Floor, 45 Grosvenor Road,, St Albans Herts AL1 3AW if you wish to make a request.

If you believe that any information we are holding on you is incorrect or incomplete please contact us as soon as possible. We will promptly correct any information found to be incorrect.

Cookie Policy Overview

This website uses cookies to distinguish you from other users of our website.

What is a Cookie?

A cookie is a small file of letters and numbers which asks permission to be placed onto your computer's hard drive. Once you have accepted a cookie the file is added to the hard drive of your computer. Cookies help analyse web traffic and lets web applications respond to you as an individual. Web applications can tailor their operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

Overall, cookies help us provide you with a better browsing experience, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

How we use Cookies

Investore implements the following type of cookies in our website:

Strictly necessary cookies

These cookies are essential in order to enable you to move around the website and use its features, such as accessing secure areas of the website.

Performance cookies

These cookies collect information about how visitors use a website, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor. All information these cookies collect is aggregated and therefore anonymous. It is only used to improve how a website works.

We also use a common website analytics tool called Google Analytics which uses cookies similar to performance cookies, which gather and review analytic data such as number of site visits, average session duration, referral sources, devices used to access the website and browsers used to access the website.

Further information on Google Analytics can be found at www.google.com/analytics

Functionality cookies

These cookies allow the website to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features.

How to control Cookies

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer.

Disabling or blocking may prevent you from taking full advantage of websites, including ours.

When deleting cookies, please be aware that cookies that are already stored on your computer will not be affected. For that reason, you might want to delete the cookies already stored on your computer before deleting cookies on your browser.